

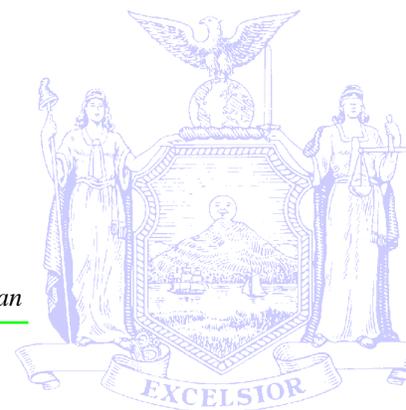
New York's **Workforce Investment Act** Annual Report *Program Year* **2000**

*On behalf of the New York Workforce Investment Board
A report by the New York State Department of Labor*

Linda Angello, Commissioner

George E. Pataki, Governor

Richard Calo, Chairman



A Message from Governor George E. Pataki

HELPING BUSINESSES FIND WORKERS AND WORKERS FIND JOBS



Here in New York, lower taxes and an emphasis on job growth has led to the creation of hundreds of thousands of jobs. But across the nation there are tremendous economic pressures from the rapid pace of technological change and worldwide competition. For New York to remain competitive in today's global economy, we must be proactive and prepare our workforce to meet the challenges that lie ahead.

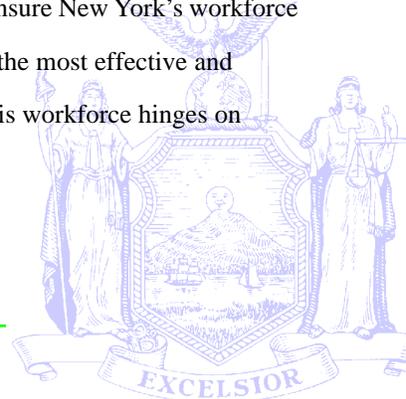
The workforce development system is charged with teaching skills to emerging and current workers. People drive our economy. Investing in our people and developing our workforce here at home will help keep jobs from leaving the state and the country.

New York is beginning to realize many benefits under this new act. The WIA is fostering a more highly skilled workforce, thereby enhancing New York's competitiveness in international markets. The Act also will expand New York's "work first" efforts to place welfare recipients in unsubsidized employment, and will create a business-driven workforce preparation system to ensure workers possess the skills employers' demand.

Long before the WIA was signed, we made it clear that New York's workforce development system must be keyed to the actual needs of the marketplace to ensure that workers receive the skills and knowledge required in the workplace. New York realized that the core issues of workforce development included access to the new system, accountability standards, programming and skill standards, common database and definitions, and structure and governance. We are creating a system that will be customer-driven, performance-driven, and flexible enough to continuously improve. The fact remains, we must work together to establish and maintain an employment and training system that will continue New York State's leadership.

The WIA also will establish the One-Stop Career Center System, a system of universal access centers geared to provide more coordinated, market- and customer-driven services to businesses and job seekers. These career centers provide essential job seeker and employer services under one roof. The centers provide a variety of services to job seekers including job referral and placement; job search assistance, education and training services; labor market information; and links to community support services such as child care and transportation. One-Stop centers also will serve employers by providing access to worker resumes, on-the-job training opportunities, skill assessment services and employer incentive programs.

We realize that our workforce development system must not become static and unresponsive to market conditions. We must continue to find better ways of preparing our workforce for the challenges of tomorrow's workplace. To ensure New York's workforce remains world class, we are taking action now to provide the services job seekers and employers need in the most effective and efficient manner possible. New York is committed to developing a quality workforce and the future of this workforce hinges on strong partnerships and the strength of the state's workforce development system.



STATE LEVEL ACTIVITIES AND PROMISING PRACTICES

Status of One-Stop Development

Through the end of Program Year 2000, New York State had 61 full service comprehensive One-Stop Centers in operation. Many more are under development or being planned for the current year. Attachment A shows the location of these comprehensive centers throughout New York State. While on-site partners will vary from site to site, each of these centers, at a minimum, will offer core services for all of the mandatory partner programs in the local area. Each of these centers also will provide access, through a system referral process, to all of the other services offered by the partner programs. In addition to these comprehensive One-Stop Centers, the local workforce area system includes numerous affiliate and satellite sites, as well as electronic access points where customers can take advantage of many of the core services via personal computers.



Labor Commissioner Linda Angello at grand opening of Albany One-Stop Career Center.

State Board Activities

During the past program year, the New York State Workforce Investment Board met regularly, usually on a bi-monthly basis. The State Board articulated its mission as the development of a statewide system that produces a workforce with the required skills to maintain and enhance the state's economy. This system encompasses: the education/career preparation of the emerging worker, workforce development and enhancement of the incumbent and transitional worker. The State Board agreed to establish four board committees: Emerging Workers, Incumbent Workers, Transitional Workers and Local Workforce Investment Board Liaisons. Each committee is co-chaired by one business and one public sector board member. These committees began meeting during the past year to identify issues affecting their target group and discuss ways that the State

Board can help to address those needs through policy guidance and the targeted use of Governor's discretionary funds.

The following projects were released through solicitation to local boards and/or businesses/business consortia by recommendation of the State Board and approval of the Governor, utilizing statewide activity funds: Skills Shortage Assessment Project, High-Tech Training Grants and Manufacturing Training Grants.

Skills Shortage Assessment Project

During the past year, the New York State Department of Labor, as staff to the New York State Workforce Investment Board, released a Request for Applications (RFA) to local workforce investment areas across New York State to assess local critical occupational/skills shortages and to develop methods to continually and systematically capture and update this information. The four main purposes of this project are:

1. To enhance local planning by looking at the major policy questions that local boards must address to shape their local workforce systems;
2. To collect information on the local labor market and identify information gaps;
3. To identify the occupational and skills needs of local businesses;
4. To establish methods to regularly collect skills needs requests.

Local workforce investment areas were awarded \$25,000 to undertake this project. One of the purposes of this project is to provide locally developed data on skills shortages to the State Workforce Investment Board to help it identify areas to be addressed through state level policy and/or additional funding efforts. Local boards also were to prioritize their most critical skills shortage needs and those industries to be targeted with the public resources. A second phase of this project, to be undertaken in the next year, will provide additional resources to local areas to target critical skills shortage areas identified under this project.

High-Tech Training Grants

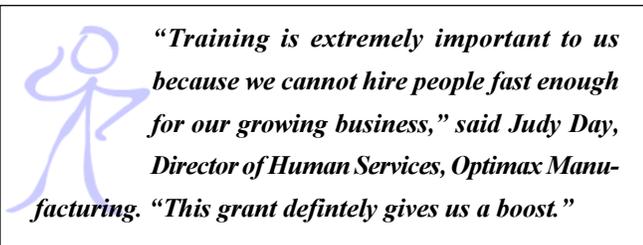
During the past program year, Governor George E. Pataki announced that 28 organizations throughout New York State would be awarded more than \$15 million for training workers in high-tech careers. The awards, which will benefit 4,000 workers statewide, will help workers keep pace with rapidly changing



technologies, while also helping businesses retain their current workforce, increase wages and reinforce recruitment efforts to attract new high-tech talent to New York State.

The grants, which are funded through State reserved funds under the Workforce Investment Act, were awarded through a competitive Request for Application process administered by the New York State Department of Labor, as staff to the State Board. Recipients are small, medium or large businesses, or business consortia that employ high-tech workers in high-demand occupations. Applicants must be headquartered or have at least one physical location in New York State. The grant award can be used for training current workers or new hires. Under the grant program, workers will receive training in a variety of high-tech fields such as CAD development, systems engineer, web developer, Java script writer, system architect, NT system administrator, data communication engineer, UNIX programmer and computer engineer. As of program year end, contract development was ongoing between awardees and the New York State Department of Labor.

New York State is currently home to more than 13,000 high-tech firms. To build upon New York's efforts to strengthen the investment in the skills of its high-tech workforce, the State conducted its first statewide virtual job fair for high-tech workers in November, 2000. The New York State Department of Labor partnered with high-tech businesses and its university system to conduct the virtual fair and to build the base of talent in its hightechNY.com job bank. The support the virtual job fair generated from the high-tech business and workforce has led to planning efforts for additional fairs throughout the next year. In November of 2000, Governor Pataki introduced hightechNY.com, a website targeted at high-tech employers and job seekers. The website lists more than 40,000 available job openings with high-tech firms across the State.



Manufacturing Training Grants

During this past program year, The New York State Department of Labor, as staff to the State Board, released a Request for Applications for training current and newly hired workers for in-demand jobs in the manufacturing industry in

New York State. Governor Pataki announced that \$15.6 million in State grants would be awarded to 83 manufacturers and organizations throughout New York State to provide needed training to their employees. Contract negotiation is currently underway.

The grant money, which is made available from State reserved funds under the Workforce Investment Act, is designed to help manufacturing businesses ensure that their employees are provided with the opportunity to keep up with the latest developments in information technologies, processes and innovations.



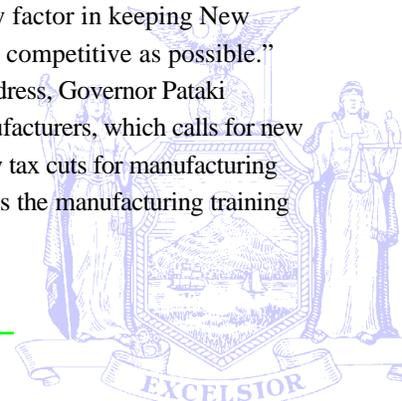
Lt. Governor Mary O. Donohue tours Albany One-Stop Career Center.

The \$15.6 million was awarded to 83 businesses and consortia across the state, and will provide training to more than 35,000 workers. Applicants eligible to apply for training funds included small, medium or large manufacturing businesses or business consortia that employ workers in occupations that currently have a high demand in the market-

place. All businesses represented in a business consortia must be headquartered or have at least one branch of each represented business physically located in New York State. All funds awarded must be expended on workers at facilities in New York State. In addition to training initiatives, proposals that seek to address changes in work processes also were considered, such as the introduction of lean manufacturing. These changes could lead to increased productivity, thereby helping manufacturers facing a worker shortage or an aging workforce.

“These grants will ensure that New York’s manufacturing firms have the highly skilled workforce they need to compete and win in a rapidly changing international marketplace,” Governor Pataki said. “By making these smart investments, we can help our workers keep pace with cutting-edge technologies and new production methods -- a key factor in keeping New York-based companies as strong and competitive as possible.”

In his 2001 State of the State address, Governor Pataki announced a three-point plan for manufacturers, which calls for new incentives for worker training and new tax cuts for manufacturing businesses. The five-year plan includes the manufacturing training





grants, the elimination of the Alternative Minimum Tax (AMT) and the enactment of a Single Sales Factor for manufacturers.

State Labor Commissioner Linda Angello said, “Governor Pataki has dramatically improved the business climate in our state and the demand for workers in the manufacturing sectors remains strong. Developing the state’s workforce will ensure workers have the skills to be competitive in the labor market and businesses have the people necessary to succeed in the global market.”

One-Stop Operator State Certification Process/ WorkforceNY logo

As provided in the Workforce Investment Act of 1998, the Local Workforce Investment Board, with the agreement of the chief elected official, must designate and certify One-Stop Operators in each local area. Certification will help ensure a consistent level of quality in the services provided in the local workforce investment area. Local boards are charged with utilizing criteria and quality standards that hold operators accountable for the one-stop system or center(s) operations they oversee.

New York State strives to establish a quality-driven, comprehensive system of workforce development services, and access to services that benefit all New York citizens who wish to take advantage of them. One way this can be accomplished is through a systemic approach to the development of one-stop operator quality standards and measures of excellence that can be flexibly applied on the local level. The State Workforce Investment Board will ensure consistency of quality across New York State’s one-stop system by establishing a State-level certification of local One-Stop System and Center Operators. Achievement of State-level certification will allow local operators to benefit from the “WorkforceNY” statewide one-stop logo and marketing campaign and promotional materials. This “branding” of New York’s one-stop system will identify local systems and centers that have attained State certification as meeting the highest quality standards for the provision of workforce development services in their community. State certified operators will enjoy the benefits of brand recognition and will be able to easily customize marketing products to add their own area/center moniker and logo.

During this past program year, the New York State Department of Labor, in consultation with the New York State Workforce Investment Board, developed a “Guide to Certifying One-Stop Operators.” This guide outlines the critical elements that should be considered when developing a local One-Stop Operator Certification process. The guide also points out specific areas of concentration the State Workforce Investment

Board will consider in awarding State Certification to local One-Stop System or Center Operators. Included in the guide are examples of other chartering or certification processes used around the country from which local areas can borrow.

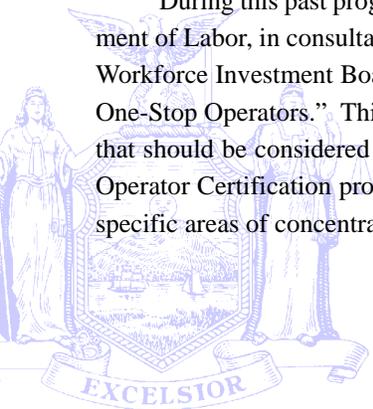
Each local WIB must establish a one-stop operator certification process prior to applying for State level certification. In addition, the local WIB must have a written agreement in place with each one-stop operator in the local system. This written agreement provides a basis for accountability, clarifies roles and responsibilities and promotes inclusion of partners and integration of services. Consistent with the WIA principles of universal access, customer choice, increased accountability, and strong private sector involvement, the local certification process also should advance quality improvement methods, customer satisfaction measures and staff development. The local certification process also must include provisions for an on-site review. This review gives the local board an opportunity to validate information provided in the operator’s application and ask questions that may arise after review of the written material. Once local certification has been awarded, the local WIB must enter into a written agreement with each certified One-Stop Operator.

State-level certification will use the locally developed quality standards and criteria as its foundation. In addition to a paper review, State-level teams will visit the site to verify required elements, partner involvement, service integration and other quality indicators. If any elements are missing or found to be inadequate, feedback and technical assistance will be provided to bring the operator up to the level required for State certification. Once State certification has been achieved, it will be valid for two years from the date of award. Local WIBs may apply for recertification on behalf of their operators six months prior to expiration.

Achievement of State-level certification will be required for local areas to participate in future WIA State reserve funded RFPs/RFAs. As of the end of the past program year, the State Certification process was still being disseminated to local areas across the state. Requests for certification are expected to occur during the current program year.

Capacity-Building Activities

During the past program year, the New York State Department of Labor continued to partner with the New York Association of Training and Employment Professionals (NYATEP) to provide capacity-building activities and training on various workforce development topics to local area workforce professionals, administrators and staff. Through its contract with





NYATEP, the department provides brokered training from national experts on workforce development issues. During the past year the following numbers of individuals attended these conferences/training sessions:

Brokered Training Sessions

15 sessions held 849 attendees

NYATEP Fall & Spring conferences

2 Conferences 993 attendees

One-Stop Institute

2 day event 238 attendees

Youth Academy

2 day event 331 attendees

Youth Council Training

7 sessions 315 attendees

LWIB training

3 sessions 141 attendees

One-Stop Regional Meetings

5 sessions 442 attendees

State Partners Table Meetings

The following New York State Agencies continued to meet during the past year to discuss various policy issues regarding local implementation of WIA:

- New York State Department of Economic Development
- New York State Department of State, Division of Community Services
- New York State Department of Labor
- New York State Education Department
- New York State Office of Advocate for Persons with Disabilities
- New York State Office for the Aging
- New York State Office of Alcoholism and Substance Abuse Services
- New York State Office of Children and Family Services
- New York State Office of Mental Health
- New York State Office of Mental Retardation and Developmental Disabilities
- New York State Office of Temporary and Disability Assistance
- New York State Division of Veterans Affairs
- State University of New York

A state-level Memorandum of Understanding was developed and signed by each agency describing their responsibilities and how they will work together to meet the needs of

the State's Workforce Development System. In addition, the state partners convened several meetings to identify core services for jobseekers and businesses that would be provided through every One-Stop Center/System and supported through their funding streams.

Workforce Development System Web-Site

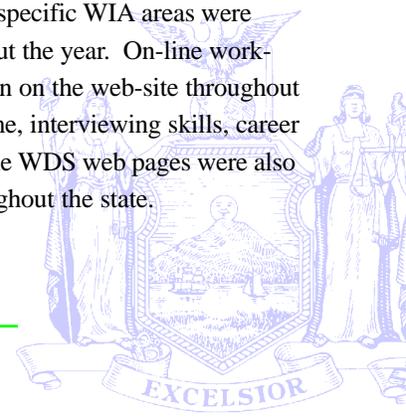
The New York State Department of Labor maintains a web-site dedicated to workforce development issues in New York State. The web-site provides links to information on Federal and State funding opportunities, WIA implementation information, technical assistance documents, One-Stop Operating Systems, State Board activities, a calendar of upcoming events and training opportunities and many other links of value to workforce professionals, employers and job seekers alike.

During the past year, the Workforce Development System (WDS) web site was accessed 622,658 times, for a total of over 6,000,000 pages viewed. Persons looking for job training or educational courses used the Employment Training Provider (ETP) list on this site to view specific WIA eligible course offerings 123,567 times during the year. As of 11/29/01, there are 911 schools listing 7,307 courses at 1,131 locations in the WIA web-based training provider course offerings database.

Seven WIA area partnerships established on-line job banks for the use of their customers during 2001. Job seekers used these job banks to view job orders that matched their specific search criteria 117,969 times during the past year. Specific job referral requests were e-mailed directly to appropriate local NYS DOL staff along with all information needed for registration into the state's One-Stop Operating System (OSOS.)

Many more WIA partners use the WDSuite off-line job bank software to provide in-house job bank services for their one-stop customers. Daily updates of current OSOS job orders for this free job search software were downloaded from our web site 91,319 times. Users have 3 regions of New York State to choose from, and many choose to maintain information for areas outside their own WIA and even for more than one state region.

Four of the state's 10 DOL regions established Labor Market Information pages on the WDS web site during 2001. Localized information and statistics relevant to specific WIA areas were viewed over 100,000 times throughout the year. On-line workshop calendars became more common on the web-site throughout the year, advertising upcoming resume, interviewing skills, career exploration and other workshops. The WDS web pages were also used to promote local job fairs throughout the state.





Rapid Response and Business Retention Plan

New York State’s Rapid Response and Business Retention Plan represents a template for how the State envisions developing a true Rapid Response and Business Retention system. The plan combines both structural and visionary elements. Many of the items related to service delivery reflect field-tested techniques that have worked successfully in the past. However, other elements, such as those related to the development of the business retention network, are new and will require time to ascertain if that approach is a viable means of providing enhanced services to business.

The Workforce Investment Act identifies Rapid Response and aversion activities as a statewide-level activity to ensure a uniform statewide approach and to strive for consistency across labor markets. Unlike the One-Stop Delivery System, which will develop and provide service according to local design, the events that trigger a Rapid Response and aversion activities must be more uniform in nature and should not vary by locality. The New York State Rapid Response and Business Retention Programs are being built upon state/local collaboration and partnership, to ensure that the system will have the ability to respond quickly and act decisively to provide appropriate aversion and re-employment services at the earliest possible time.

The New York State Department of Labor is responsible for the coordination and oversight of the Rapid Response and Business Retention program, through the Division of Employment Services as the primary service delivery agent. The Division of Research & Statistics is the performance and accountability arm. The Workforce Development and Training Division will develop policy, design and implement opportunities for capacity building/technical assistance and provide oversight and monitoring of the WIA Rapid Response and Business Retention program.

While the statutory requirements of Rapid Response under WIA are substantially similar to those under JTPA, the Department of Labor, in collaboration with state/local partners, will place an increased focus on layoff aversion, the development of a business retention network and upgraded training efforts to assist workers in either retaining or securing attachment to the workforce.

locally driven by the needs of the affected businesses and employees, are delivered in New York State by a Regional Rapid Response team of core delivery staff. Team members collaborate not only to assist dislocated workers in obtaining reemployment, but also to actively participate in developing strategies to avert layoffs within the local community.

Funds for implementation of layoff aversion/business retention strategies are available through the New York State Department of Labor. A comprehensive layoff aversion plan must be developed in consultation with the Department’s Regional Administrator. The following factors are considered in developing an aversion/business retention strategy:

- Skills Scan of Employees
- Utilization of Labor/Management Committees
- Incumbent Worker Training/Skills Upgrading
- Customized Training/On-the-Job Training
- Employee Stock Option Purchase
- Shared Work Program
- Solicitation of Buyer through Economic Development Partners



“Foster Wheeler Energy Corporation is greatly appreciative to New York State. With this grant, the Dansville plant will provide workers with the necessary training and skills to build a new product line of heat recovery stream generator components utilizing its existing workforce,” said Fred Olinger, General Manager, Foster Wheeler Energy Corporation.

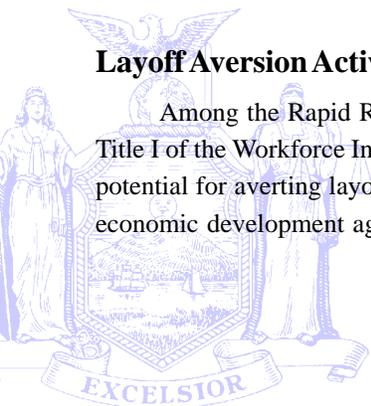
During the recently completed program year, layoff aversion grants were awarded to two companies; Amsterdam Litho and Foster Wheeler Energy Corporation. Funding through layoff aversion grants was used to retrain existing workers in new product lines and production techniques and prevent the layoff of several hundred employees. Additional applications for layoff aversion grants were being reviewed and assessed as the program year ended.

STATE LEVEL WORKFORCE DEVELOPMENT PROJECTS

As New York State continues its efforts to build an integrated workforce development system that will meet the challenges of a workforce that has the required skills to enhance the

Layoff Aversion Activities

Among the Rapid Response activities identified under Title I of the Workforce Investment Act is an assessment of the potential for averting layoff(s) in consultation with State or local economic development agencies. Rapid Response activities,





state's economy, NYSDOL and Empire State Development Corporation oversee the Strategic Training Alliance Program.

Strategic Training Alliance Program (STRAP)

The State Fiscal Year (SFY) 1999-2000 Legislative budget appropriated \$34,000,000 over three years for the Strategic Training Alliance Program (STRAP). To successfully implement the STRAP program, the Department of Labor and Empire State Development Corporation needed to develop a streamlined process that would allow a business to meet its training needs in real time. A referral process was developed that allowed both agencies to review the project concept before application. The notice of STRAP funding availability appeared in the New York State Contract Reporter on April 5, 2000.

During the course of the referral reviews, staff from DOL might offer recommendations on appropriate funding sources. Additionally, the commencement of the Workforce Investment Act in July 2000 has provided an opportunity to leverage local formula funds where appropriate.

Sixty-one awards were made to employers or consortiums to train almost 10,000 individuals, creating 2,500 new jobs in the process. Of the awards made during this period, approximately 3% went to consortiums and 10% went to small businesses.

With a full year completed, both agencies have identified common training needs of certain industry sectors and we are brokering discussions with the community colleges to assist in building the consortium base. With a streamlined process in place, we anticipate the second full program year will be even more successful in addressing the workforce needs of business and the skill needs of our state's residents.

Health Care Workforce Training Program

The state budget provided set-aside \$80 million in TANF surplus funds to recruit and train individuals to work in hospitals, nursing homes and home health care agencies and to assist in the retention of current health care workers. Funds were targeted at those whose family incomes were under 200% of the federal poverty level.

A total of \$50 million was awarded to health care facilities and agencies located in New York City, Long Island and the lower Hudson Valley. Hospitals, nursing homes and home care service agencies elsewhere through the State were awarded grants totaling \$30 million.

This funding builds upon the training initiatives supported through the state's Health Care Reform Act legislation. Funds

generated through HCRA have provided more than \$89 million to support workforce training activities and an additional \$120 million in HCRA funds is available in the current budget year.

PROMISING PRACTICES FROM LOCAL WORKFORCE INVESTMENT AREAS

Tompkins County LWIA

The Tompkins County Workforce Development Board embraces the philosophy of creating a strong business-driven workforce investment board. It insists that partnerships be formed and resources shared to make the system a valued community asset with the capacity to respond to current and future economic and workforce needs.

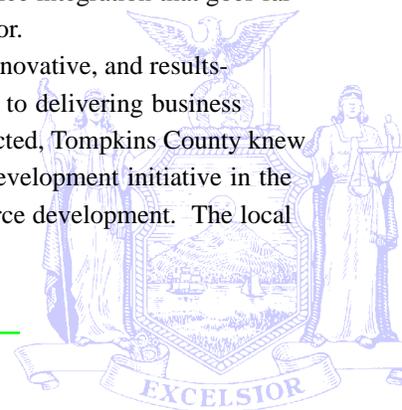
The Tompkins County Workforce Development Board takes its policy-making and economic development role seriously. The impact of the board's influence easily can be seen by visiting their one-stop center, speaking with board and partner staff, and talking to job seekers and the business people who have worked with the board and system.

The Tompkins County Workforce Development Board and System embody the concept of partnerships. These partnerships have resulted in Tompkins County being the first to accomplish a number of WIA initiatives:

- First Partner Table to negotiate and execute a Memorandum of Understanding and Cost Allocation Plan that contributed to Tompkins County Workforce Investment Area being the first area in NYS to receive State Board approval of their Five Year Plan.
- First workforce development system in NYS to receive local and state certification.
- First workforce development system in NYS to achieve 100% electronic connectivity among its partners and staff.

These are just the mandates. Tompkins is concerned far more than meeting the mandates. The Workforce Development Board is committed to ensuring service integration that goes far beyond changing the sign on the door.

One of the most impressive, innovative, and results-oriented initiatives is their approach to delivering business services. Long before WIA was enacted, Tompkins County knew that the most important economic development initiative in the county and region would be workforce development. The local





Economic Development Strategy (published in 1999) placed workforce development at the top of the agenda for local policymakers and anyone else involved in economic development. This strategy laid the foundation for creating a strong policy-focused WIB where community buy-in was a given.

Tompkins County was designated as a ¹single-county workforce investment area in June 2000, and the Tompkins WIB was officially established. The groundwork had already been laid, with members nominated, governing processes established, partnerships formed, and board staff hired (Jan 1999). Their business service model was already beyond the formative stages and the WIB clearly intended to bring about real change on many levels. This clarity of purpose and commitment has kept the board focused and demanding continuous improvement at the board and operational levels.

The Tompkins County Workforce Development Board officially appointed a board-level Business Response Team (BRT) in late 2000. In reality, the team had already informally created itself around specific projects. The official designation of the team provided more community visibility and a stronger sense of shared mission. The team continues to operate informally. It meets on a project-by-project basis; less concerned about process than it is about results. Turf battles are not tolerated; excellence in customer service goes without saying; trust and professionalism are an absolute must; and results are both quantitative and qualitative. The individual and collective talents of the team members and the clarity of the mission are critical to the team's success.

The BRT members include WIB staff, and voting and ad hoc members of the WIB who have authority and expertise in business services and economic development:

- WIB Executive Director
- Economic development representatives
- Chamber of Commerce President
- Leaders of other business organizations
- Empire State Development staff
- Regional NYSDOL Staff (Labor Market Analyst; Regional Administrator, Occupational Analyst)
- Education representatives (particularly from the Community College)

This Business Response Team's focus is very different from that of an operational business services team that is frequently part of a one-stop delivery system. The BRT typically works with CEOs; focuses on economic development (businesses that are expanding, contracting, or in WIB's targeted industries); and

¹ Tompkins County, under JTPA, was part of a tri-county Private Industry Council

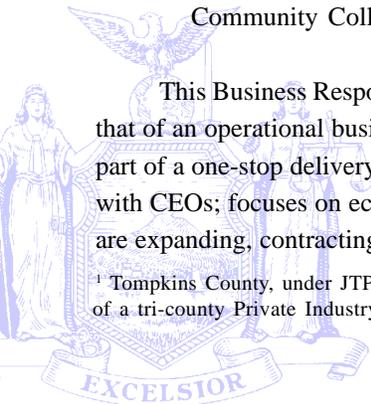
functions in a collaborative manner (pulling appropriate members together on a project-by-project basis). The goal is to provide a comprehensive package of services that eliminate redundancies and insulate companies from bureaucracy. Services may include the following:

- Capital expansion services and funding
- Labor market information
- Incumbent worker training needs assessment & plan
- Referral of training providers and comparison data (promoting choice)
- Tax abatements
- Assistance with marketing
- Referral to one-stop system (business services team)
- Creation of consortiums around shared issues (e.g., high-tech worker training – WIB applied for grant funding to meet needs)
- And many more individualized services.

In addition, one of the key functions of this team is to keep the WIB advised of changing economic trends and to make recommendations to address these changes. Another critical role for the BRT is to identify and prioritize, according to guidelines established by the WIB, companies and contacts to the one-stop system Business Services Team, with recommended strategies for approach and service delivery. This ensures that the WIB, one-stop system, and other community partners are moving toward the same overall economic development objectives.

The BRT's role is complementary but different by design from that of the one-stop system Business Services Team (BST). The BST is an operational team that must perform within the policy guidelines of the WIB. It is routinely monitored via MOU and One-Stop Operator Agreement evaluation processes. The BST typically work with human resource managers; focus on workforce issues (recruitment, hiring, retention, training, and downsizing services); deliver services in a single-point-of-contact model; and manage their accounts, including developing new business customers, under the guidance of the BRT.

This model has proved highly successful in Tompkins County and they believe that it can be replicated in other areas. The Tompkins County Workforce Development Board understands that merging workforce and economic development is critical to the success of WIBs, One-Stop systems and, most importantly, the customers (jobseekers and businesses) within our communities. The Tompkins County Workforce Development Board is committed to maximizing their limited resources by continuing to develop and strengthen partnerships, streamlining processes, leveraging resources and targeting service





recipients to achieve the greatest return on investment for the community.

Orange County LWIA

Staff from the Orange Works One-Stop have been trained to function as Employment Brokers. The mission of the staff is to identify and respond to businesses' employment & training needs, and to provide linkages to partners and related services. Each Employment Broker focuses on a specific industry (or industries) to become familiar with and knowledgeable about its needs. Thus far, the focus has been on manufacturing, distribution/transportation, health related industries, hi-tech and retail.

During the past year, these brokers have coordinated the formation of the Hudson Valley Distribution Cluster (HVDC), which includes several of the region's best known and most successful distribution and transportation companies. This collaboration has produced various successful consortium projects. Following an analysis of all of the businesses' training needs, the group applied for and was awarded a \$200,000 state-funded grant to upgrade the skills of warehouse workers to commercial/tractor trailer drivers. The group meets monthly to discuss common issues, share ideas and to promote the industry as a whole. The HVDC is realizing many of its goals, including; design of a logo, development of marketing materials, conducting targeted job fairs, participation in youth-targeted career fairs, and holding informational sessions and guided facility tours for area school counselors and teachers.

Plans to coordinate similar cluster groups for the other industries mentioned above are under development. Servicing the business customer is a top priority and the main focus of the Employment Brokers.

Dutchess County LWIA

Staff from the Dutchess County LWIA are working with The Rensselaerville Institute (TRI) using an investor model of developing, tracking, managing and reporting a set of common workforce outcomes for the system, not just the WIA funded programs. They have a pilot group of 8 partners who have established workforce-related outcomes that will be tracked for three months. TRI offers a software program that graphically tracks progress and highlights points for intervention to obtain desired program outcomes. When the pilot is complete, the LWIA staff will hold a learning session to see how the tracking worked and how this system can be used by the WIB and the partners on a larger scale.

The Dutchess LWIA also have made great strides in developing business services. The Dutchess WIB and Dutchess Works One-Stop Center used nine pilot business requests for training as a platform for the development of the policies and processes to develop ITAs, OJTs and Customized Training to meet business training needs. The Dutchess Works Center Manager and the Dutchess WIB Executive Director visited the nine businesses and developed a training plan. Dutchess Works staff then began to re-engineer One-Stop Center customer flow to include employed workers who could be fast-tracked through the system. The WIB adopted a self-sufficiency standard of \$25.00 an hour and an Employed Worker Training Policy to establish guidelines regarding ITAs, OJTs and Customized Training. In working with the nine pilots, they were able to address problems as they emerged to ensure that they were developing a business-friendly process that made sense.

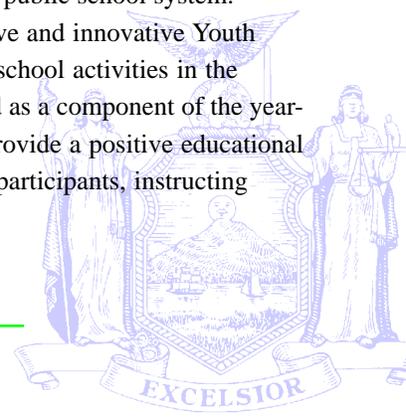
A Business Services Broker was hired to "market" services to businesses and the local area is now beginning to leverage more WIA funding to serve the needs of businesses. The Broker also will work on building training consortiums with the first two pilot industries: health care and travel/tourism.

Yonkers LWIA

The Yonkers Employment Center has developed three kiosk systems for the Yonkers community. These kiosks will be located at three sites in Yonkers where customers can get information about employment and training opportunities, as well as other services provided in the community, without having to visit the full service Center. The Yonkers Employment Center received a 2001 showcase award from the US Department of Labor based on their innovation. They were also the first area in NYS to implement a swipe card system to track customers' use of services needed to obtain employment.

Through its active Youth Council, the Board has brought a businesslike approach to the delivery of services for the emerging workers of Yonkers, resulting in a true collaboration. High on the agenda of the Yonkers Youth Council is ensuring that the youth of the community have positive opportunities and activities. Currently, no formal, organized after-school activities exist for the youngsters of the city's public school system.

With this in mind, the proactive and innovative Youth Council sought to ensure that after-school activities in the Yonkers public schools were created as a component of the year-round programs. These activities provide a positive educational and recreational experience for the participants, instructing





youth on the importance of teamwork. They also aid in the development of “soft skills” such as showing up on time for practice, accepting responsibility for one’s actions, and learning conflict resolution. These activities will be conducted within the city’s public school facilities, in a cost-effective method.

Additionally, parents of youth are being solicited by the Youth Council to participate in these after-school activities, acting as coaches to the youngsters. They believe that engaging parents in the process will enhance the chances of a youth succeeding in a program.

Chautauqua County LWIA

Staff from the Chautauqua Works partnership have undertaken a Health Care Worker Initiative working with an employer-led consortium of representatives from hospitals, long-term care facilities and home health care agencies. The consortium worked together to prioritize the needs of the industry, worked with training providers, such as the local BOCES, to modify their training offerings to better accommodate working participants and developed grant proposals for additional

training funds.

The consortium also continued its efforts in developing the Health Care Career campaign. There were months of creative planning and coordination, convened by Chautauqua Works. The result was a multi-faceted approach to inspire job seekers and get the word out about



health care careers. Products included: a video to be played in schools, One-Stop Centers and affiliate sites and other recruiting locations; handouts and storyboards that illustrate the options and career paths available in health care; community workshops and representation at various job and career fairs.

The consortium of employers is working this year to develop a list of the skills needed by health care supervisors and to outline the knowledge required to upgrade current workers’ skills. Additionally, the WIB has initiated conversations among educational institutions to identify and build a strong career ladder initiative. Tangible results are already beginning to show, with more people coming into entry-level positions and full enrollments in the current LPN course offerings. The network

established between CEOs and HR Directors promises to provide the foundation for continued collaboration.

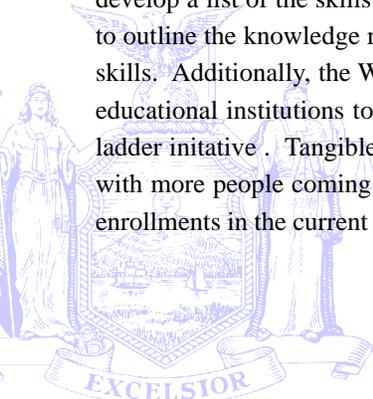
Another promising practice undertaken by Chautauqua Works has been the creation of Youth Navigators. These staff work to integrate youth activities into the One-Stop Centers, reinforcing the role of the One-Stop Centers as a resource relevant to the various stages of an individual’s career. These individuals work with youth who come into the One-Stop Centers and also assist the youth who are registered in programs sponsored by the Youth Council. They help guide the youth through the variety of services that are available and appropriate and provide any necessary referrals to partner services or other programs linked through the One-Stop System. The consortium of youth agencies working with the local WIB also proposed the creation of a Roving Youth Navigator. The Roving Navigator works directly with the Outreach Network and Youth Agencies to provide WIA services.

The Youth Navigators have taken a leadership role in developing resource material and training for all youth workers. Their goal is to have everyone understand WIA outcomes and understand its role in the provision of service. They also are leading the initiative to create desktop materials that track what programs are available and what options are open to a youth based on their individual circumstances. Youth providers are beginning to shift from a perspective that a program “owns” a youth towards one that the community has the responsibility for the youth, who may connect with many programs over the course of their development.

Monroe County LWIA

Rochester Resource Alliance, Inc. (RRA), under the guidance of the Monroe County WIB, is using a sectoral approach for both entry level, technical and professional level jobs. They are working to meet the workforce needs of six key industry clusters as identified by their local economic development experts. These are high growth areas that are directly linked to the economic development of Monroe County. The six clusters are: Medical Research, Telecommunications, Precision Manufacturing, Optics and Imaging, Information Technology (including Management Information Systems and Business Services) and Biomedical/Pharmaceutical.

They have begun to work directly with the local information technology and manufacturing clusters utilizing state and local WIA resources. In addition, they are aggressively working with the health industry to meet the growing demand for workers at all levels within that industry. The WIB’s Welfare-to-Work





committee has done a great deal of research into entry-level jobs in retail, health care, hospitality, and information technology. RRA has worked with individuals from key industries to identify their workforce needs and then utilize the system partners to meet those needs through the design of training programs, grants, supports etc.

Town of Hempstead/City of Long Beach LWIA

An initiative developed in this local area is entitled: "Universal Resources for Youth (URFY)." The governing body for this program and all local youth services is the Town of Hempstead Youth Council.

The focus of the Youth Council's strategy is to address the needs of low income youth with a comprehensive and balanced program that would include exposure to work, academic and occupational learning, mentoring, education and work-based training, all provided in a professional and academic setting.

The objectives of URFY were to:

- Expand the options of the local Youth Council to address the needs of youth by leveraging a variety of resources;
- Diversify and enrich local funding streams for youth through the development of partnerships, in-kind contributions and proper coordination of a variety of grants;
- Integrate youth services into the local One-Stop system;
- Coordinate services with those already provided through the local educational agencies;
- Achieve compliance with the youth provisions of WIA, while offering broad customer choice through the augmenting funding streams;
- Maintain a stand-alone summer component, with the option to continue services through a connection to the WIA Title I-B youth program;
- Involve business as a system partner;
- Avoid the erosion of participant academic skills in the summer months;
- Build leadership skills in young people;
- Leverage mentoring resources;
- Expose young people to a university environment;
- Provide youth with work experience.

The Youth Council approved a proposal submitted by the Long Island Staff Development Consortium for URFY. The program was operated by the State University of New York

(SUNY) at Farmingdale. A total of 28 individuals participated in the program, which was funded under a contract with the Town of Hempstead DOOR. The participants were low-income, economically disadvantaged students from the Roosevelt and Hempstead School Districts.

The eight-week program included occupational learning and work experience. The work experience component was conducted at the United Cerebral Palsy (UCP) Association of Nassau County. While maintaining a regular work schedule, the students were each assigned a UCP employee as a mentor. The students participated in career presentations and life skills training workshops. In addition, the participants spent one day per week in classroom instruction at SUNY Farmingdale. One of the students was quoted as saying "we came as strangers and left as friends." The activities conducted on the university campus, as well as the exposure to role models on the work site, both increased the students' motivation to succeed and enhanced their self image.

Performance goals were set by the Youth Council in accordance with the standards established by the "State Plan."

The goals were as follows:

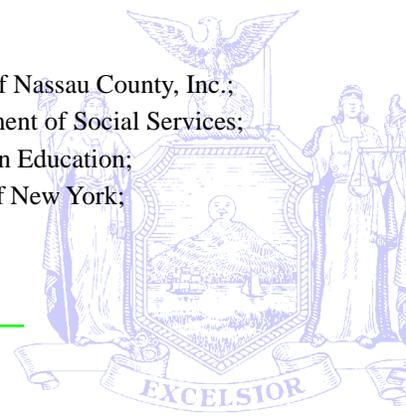
- Completion of the program by all participants;
- Gains in math and reading skills by all participants;
- Retention in school;
- Transition to a continuum of services, either through local educational agencies or WIA.

The strategies for meeting these goals were:

- Close coordination;
- Daily monitoring;
- A strong system of case management and mentoring of participants;

The performance outcome of the program was a 100 percent success rate in each of the above categories. The program coordinator, instructors, program curriculum and a portion of the work-based training wages were funded by Temporary Assistance to Needy Families (TANF) funds allocated to DOOR by the New York State Department of Labor. These funds were augmented through cash and in-kind contributions from the following organizations:

- SUNY at Farmingdale;
- United Cerebral Palsy of Nassau County, Inc.;
- Nassau County Department of Social Services;
- Newsday, Newspapers in Education;
- Federal Reserve Bank of New York;





- Long Island Staff Development Consortium;
- Hempstead School District;
- Roosevelt School District.

NACo 2001 Workforce Development Awards for Excellence

The National Association of Counties each year seeks nominations for exemplary programs that are developing the nation's workforce. This award honors programs in fields such as adult/youth programs, welfare-to-work, dislocated workers, non-traditional employment, fee-for-service, older workers, volunteerism, entrepreneurial programs, migrant farm workers, innovative summer youth programs, effective one-stop centers, serving the hard-to-serve, training individuals with disabilities and rural development programs. Two New York Workforce Areas received this national award.

Suffolk County LWIA

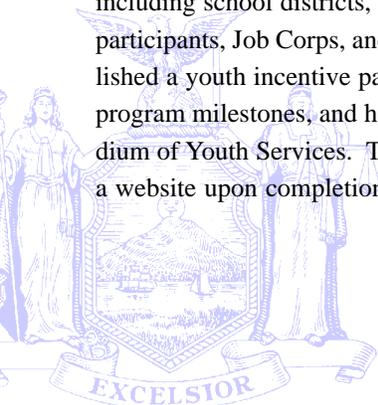
Suffolk County sought to eliminate the fragmentation of youth initiatives and to integrate youth programs into the rich and varied resources that exist at the One-Stop Centers. The Suffolk County Department of Labor (SCDOL), the designated Title I operator in Suffolk County, created a Youth Career Center that exposes youth to all aspects of its One-Stop Center.

The Suffolk County Youth Program opened the Youth Career Center within the One-Stop Center to offer youth many of the services that most areas only offer to their adult and dislocated worker populations. These services include: a computer lab, career counseling, access to job bank databases, interest inventories, Internet access, occupational videotapes, vocational brochures, college catalogues, resume preparation, financial aid, dropout prevention strategies, alternative schools, summer employment opportunities, occupational skill training, leadership development opportunities, supportive services, adult mentoring, paid and unpaid work opportunities, internships and job shadowing. In addition, a stated goal of the Program is to integrate the Youth Career Center into all youth programs, including school districts, the County Youth Bureau, WIA Title I participants, Job Corps, and walk-ins. The Program has established a youth incentive payment system for attainment of major program milestones, and has begun work on a Suffolk Compendium of Youth Services. The Compendium will be available on a website upon completion.

The Suffolk County Youth Career Center has been an unqualified success, and has received national recognition for its innovation and effectiveness. In 1999, the National Association of Counties (NACo) granted the SCDOL youth Career Center an award for Excellence in Workforce Development. The United States Department of Labor has toured the center and recommended that administrators of other workforce development areas use it as a model when designing their own youth services. In addition, the New York State Department of Labor nominated the Suffolk County Youth Program for the 2001 NACo Award for Exemplary Programs, citing its Youth Center as a key to the program's success.

Erie County LWIA

Awarded for the Buffalo and Erie County Workforce Training Alliance Comprehensive Application. An e-form was developed to enable local employers to identify their training needs and apply for training funds on-line. Information provided by employers is submitted electronically to the Workforce Investment Board. The Workforce Training Alliance evaluates each request in relation to the requirements of the available funding sources. Employers are then notified of the results of the evaluation, and of any possible funding sources for which they may be eligible.





Expectations regarding the allocation of WIA resources and their effect on actual program outcomes

During Program Year 2000, New York State allocated the following amounts from each of the three WIA funding streams:

Workforce Investment Act Allocations by Major Category New York State Program Year 2000

	PY 2000
Adult	
Total	\$81,558,176
Local Areas 85%	69,324,450
Statewide 15%	12,233,726
Youth	
Total	81,034,703
Local Areas 85%	68,879,498
Statewide 15%	12,155,205
Dislocated Worker	
Total	142,360,726
Local Areas 60%	85,416,436
Statewide (Rapid Response) 25%	35,590,181
Statewide 15%	21,354,109
Total, All Funds	
Total	\$304,953,605
Local Areas	223,620,384
Statewide	81,333,221

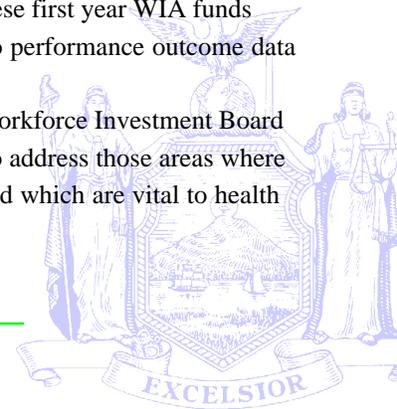
New York State did not establish specific expectations for programmatic outcomes resulting from the allocations of these funds due to the unique needs of each local area. From a state perspective, PY 2000 was seen as a transition year where much of the focus and attention at the state and local levels revolved around system building and development. Our general expecta-

tions for the resources allocated to the local areas was to help them design and build their local One-Stop systems allowing them to make available a full range of services to meet the needs of workers and business customers alike. Funds were provided locally to enable local areas to develop One-Stop Centers, service and referral networks, reporting structures and the like that would be able to satisfy the needs of each of the local partners and their customers. From this perspective, we believe that the general outcome of local system development has been achieved as evidenced by the creation of fully operational One-Stop networks in each of our 33 local workforce investment areas. There is still much more work to be done to ensure that these networks are operating and offering services in the most effective and efficient manner and have adopted policies that meet the needs of their local customers and allow for continuous improvement of the system. Ongoing development and revision of local MOUs and associated cost allocation plans have provided a constant challenge for the local system as closer coordination and integration of program service structures becomes a reality.

New York State did not have expectations regarding the amount of funding to be used by local areas for the provision of core, intensive, training or supportive services or the outcomes regarding the use of each. The expectation is that each local area would create their own service structure based on their local needs. New York State expects all local areas to make available each of the required service elements under WIA including all ten of the required Youth Program activities. Again, to this extent we believe that each of our local areas has met this expectation. Since we do not currently track or require the locals to track the expenditure of funds by level of service, we cannot provide specific outcomes regarding the cost of a particular service based on the number served.

During this initial year, we have chosen not to focus on participant performance outcomes which, by federal definitions, was to be measured substantially by JTPA Program data. Since three-quarters of the participant data for PY 2000 is JTPA and only one-quarter from the WIA program, we do not see the benefit of focusing on those results as a meaningful measure of the state's accomplishments during this first year of WIA. Any expectations regarding the use of these first year WIA funds would have little relevant bearing to performance outcome data taken from the prior program.

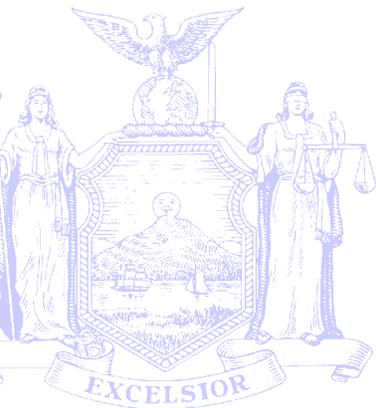
The Governor and the State Workforce Investment Board sought to allocate statewide funds to address those areas where significant workforce needs exist and which are vital to health





and growth of the state's economy. The New York State Department of Labor's Research & Statistics Division provided statistical information to the State Board on employment and skills needs by industry sector, identifying those sectors where significant skills shortages exist. This information led to the targeting of resources by the State Board for skills development and upgrade training to meet the needs of businesses and their workers in the Hi-Tech Industry, Manufacturing Industry and the Health Care Industry. As additional skills shortage information is developed by the local workforce investment areas, including the development of a statewide skills training request list, the State Board will continue to authorize the use of additional statewide resources to meet these needs.

Since these programs have only recently been undertaken, it is too early to ascertain the results of these efforts. Outcome information will be gathered on each project that is initiated for future reporting and evaluation.





LOCATIONS OF COMPREHENSIVE ONE-STOP CENTERS IN NEW YORK STATE

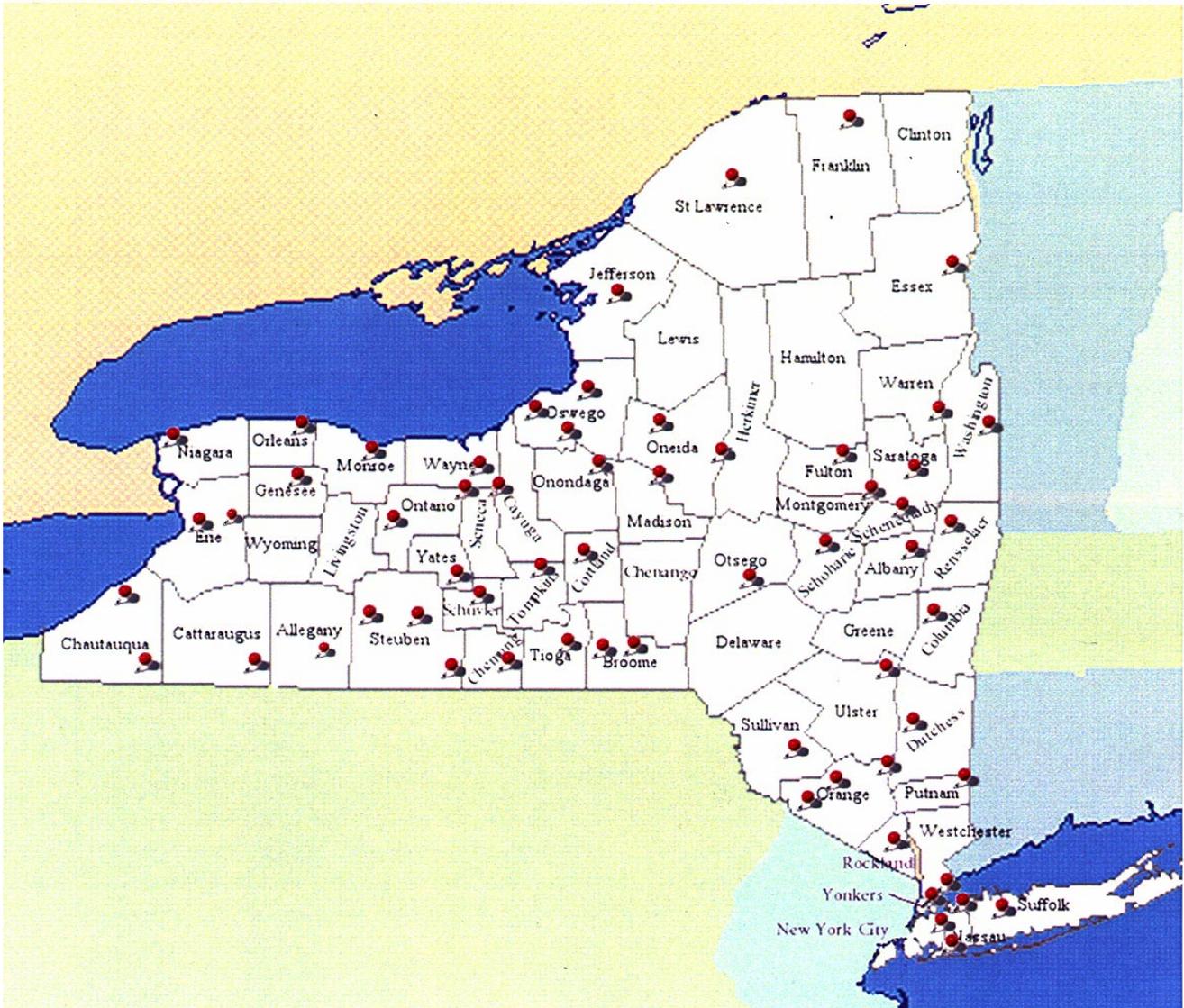


Table A - Workforce Investment Act Customer Satisfaction Results

Although New York State successfully implemented its Customer Satisfaction surveys in PY 2000, results thus far have not yielded the minimum number of responses required by Federal guidelines.

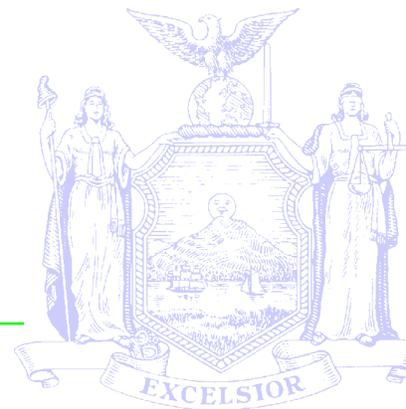


Table B - Adult Program Results At-A-Glance

Reported Information	Negotiated Performance Level		Actual Performance Level	
	Entered Employment Rate	69%	72%	4,497
Employment Retention Rate	80%	78%	3,956	5,058
Earnings Change in Six Months	\$4,207	\$4,251	\$20,496,514	4,822
Employment and Credential Rate	30%	41%	1,992	4,856

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
	Entered Employment Rate	68%	1,168	73%	203	62%	506	66%
		1,709		279		810		401
Employment Retention Rate	76%	976	80%	204	78%	436	74%	211
		1,277		256		556		284
Earnings Change in Six Months	\$4,820	\$5,991,691	\$3,637	\$869,158	\$4,802	\$2,573,771	\$3,446	\$937,232
		1,243		239		536		272
Employment And Credential Rate	16%	40	21%	10	21%	8	19%	15
		253		47		39		81

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	73%	2,940	65%
		4,035		2,027
Employment Retention Rate	80%	2,844	77%	1,102
		3,537		1,438
Earnings Change in Six Months	\$4,383	\$15,076,268	\$3,840	\$5,338,056
		3,440		1,390

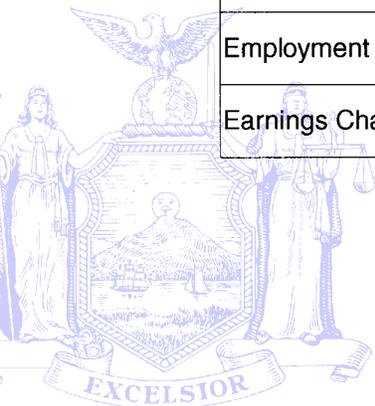




Table E - Dislocated Worker Program Results At-A-Glance

Reported Information	Negotiated Performance Level		Actual Performance Level	
	Entered Employment Rate	72%	81%	10,129
Employment Retention Rate	85%	84%	8,279	9,826
Earnings Replacement in Six Months	97%	101%	\$100,998,011	\$100,486,538
Employment and Credential Rate	30%	49%	3,901	7,901

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	77%	685	75%	299	68%	1,245	72%
Employment Retention Rate	89%	608	84%	251	83%	1,037	87%	252
Earnings Replacement Rate	98%	\$7,697,835	116%	\$2,836,269	79%	\$12,254,154	258%	\$2,406,891
Employment And Credential Rate	36%	41	17%	5	27%	48	11%	7
		884		400		1,833		402
		685		299		1,245		291
		\$7,857,106		\$2,449,498		\$15,551,269		\$931,599
		114		30		181		65

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	78%	5,933	76%
Employment Retention Rate	86%	5,126	85%	3,123
Earnings Replacement Rate	103%	\$64,495,908	98%	\$41,682,979
		7,608		4,827
		5,933		3,661
		\$62,824,175		\$42,624,146

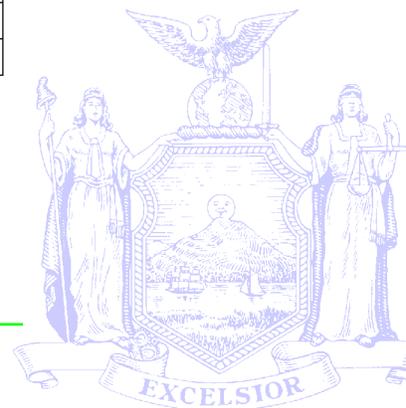


Table H - Older Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	57%	71%	928 1,312
Employment Retention Rate	75%	72%	766 1,061
Earnings Change in Six Months	\$3,304	\$3,200	\$2,934,171 917
Credential Rate	30%	39%	566 1,458

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	59%	232	100%	7	58%	115	64%	783
		390		7		197		1,226
Employment Retention Rate	70%	171	63%	5	73%	87	73%	661
		243		8		119		902
Earnings Change in Six Months	\$3,258	\$746,105	\$6,588	\$46,113	\$3,410	\$368,333	\$3,264	\$2,764,534
		229		7		108		847
Credential Rate	15%	14	NA	0	6%	3	28%	83
		96		0		49		294

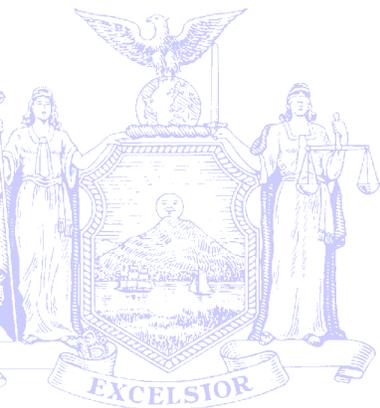




Table J - Younger Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	62%	55%	14,810
			27,127
Diploma or Equivalent Attainment Rate	31%	15%	251
			1,629
Retention Rate	39%		1,190
			2,827

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	0%	0	0%	0	0%	0
		0		0		0
Diploma or Equivalent Attainment Rate	0%	0	0%	0	0%	0
		0		0		0
Retention Rate	37%	270	52%	255	50%	724
		736		487		1,448

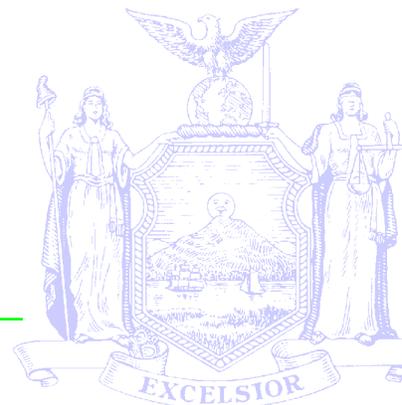


Table L - Other Reported Information

	Percent of Participants Placed in Nontraditional Employment		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	1%	48	\$3,651	\$15,414,282	67%	53
		4,251		4,222		79
Dislocated Workers	1%	134	\$6,546	\$62,202,774	79%	124
		9,594		9,502		157
Older Youth	0%	1	\$2,528	\$2,108,547		
		857		834		

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	31,244	18,740
Dislocated Workers	18,001	7,980
Older Youth	3,322	1,588
Younger Youth	16,702	12,946

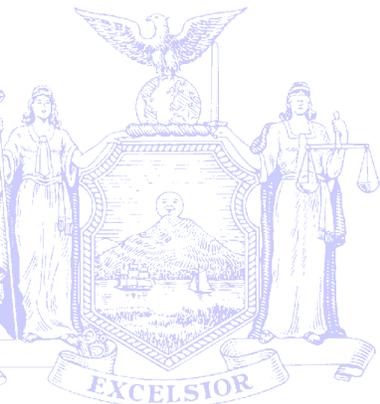




Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$48,371,127
Local Dislocated Workers		56,158,362
Local Youth		38,652,364
Rapid Response (up to 25%) \$ 134 (a) (2) (A)		5,205,016
Statewide Required Activities (up to 25%) \$ 134 (a) (2) (A)		14,315,311
Statewide Allowable Activities \$ 134 (a) (3)	Program Activity Description	
	Miscellaneous	76,785
Total of all Federal spending listed Above		\$162,778,965

Cost Effectiveness

	Total Individuals Served	Total Federal Spending	Average Cost Per Participant Served
Total LWIB Programs, Less Statewide	69,269	\$143,181,853	\$2,067
Adult Program	31,244	\$48,371,127	\$1,548
Dislocated Worker Program	18,001	\$56,158,362	\$3,120
Youth Program	20,024	\$38,652,364	\$1,930



Table O - Local Performance

Local Area Name Albany/Rensselaer/Schenectady	Total Participants Served	Adults	212
		Dislocated Workers	775
		Older Youth	24
		Younger Youth	236
ETA Assigned Number 36005	Total Exiters	Adults	40
		Dislocated Workers	332
		Older Youth	11
		Younger Youth	156
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	85%	77%
	Dislocated Workers	77%	82%
	Older Youth	50%	64%
Retention Rate	Adults	86%	81%
	Dislocated Workers	87%	87%
	Older Youth	57%	85%
	Younger Youth	40%	53%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,918	\$4,566
	Dislocated Workers	93%	110%
	Older Youth	\$1,792	\$4,421
Credential/Diploma Rate	Adults	50%	53%
	Dislocated Workers	50%	69%
	Older Youth	31%	37%
	Younger Youth	40%	0%
Skill Attainment Rate	Younger Youth	65%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded

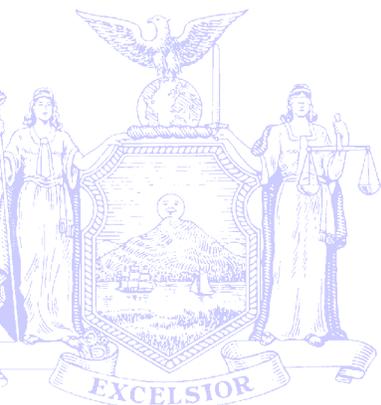




Table O - Local Performance

Local Area Name New York City	Total Participants Served	Adults	22837
		Dislocated Workers	9677
		Older Youth	2248
		Younger Youth	12202
ETA Assigned Number 36015	Total Exiters	Adults	15744
		Dislocated Workers	4345
		Older Youth	1300
		Younger Youth	11997
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	63%	INA
	Employers	70%	INA
Entered Employment Rate	Adults	65%	68%
	Dislocated Workers	64%	80%
	Older Youth	52%	70%
Retention Rate	Adults	79%	74%
	Dislocated Workers	82%	82%
	Older Youth	75%	71%
	Younger Youth	34%	34%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,566	\$4,683
	Dislocated Workers	97%	111%
	Older Youth	\$3,601	\$3,580
Credential/Diploma Rate	Adults	25%	27%
	Dislocated Workers	25%	30%
	Older Youth	25%	33%
	Younger Youth	20%	4%
Skill Attainment Rate	Younger Youth	60%	52%
Overall Status of Local Performance	Not Met	Met	Exceeded



Table O - Local Performance

Local Area Name Yonkers City	Total Participants Served	Adults	45
		Dislocated Workers	125
		Older Youth	5
		Younger Youth	29
ETA Assigned Number 36030	Total Exiters	Adults	22
		Dislocated Workers	62
		Older Youth	1
		Younger Youth	1
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	70%	88%
	Dislocated Workers	83%	83%
	Older Youth	60%	43%
Retention Rate	Adults	71%	64%
	Dislocated Workers	89%	80%
	Older Youth	50%	67%
	Younger Youth	40%	45%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,705	\$6,901
	Dislocated Workers	97%	102%
	Older Youth	\$2,800	\$2,413
Credential/Diploma Rate	Adults	40%	70%
	Dislocated Workers	45%	65%
	Older Youth	35%	0%
	Younger Youth	40%	*
Skill Attainment Rate	Younger Youth	62%	*
Overall Status of Local Performance	Not Met	Met	Exceeded

*No individuals in this measure





Table O - Local Performance

Local Area Name Chemung/Schuylers/Steuben	Total Participants Served	Adults	186
		Dislocated Workers	159
		Older Youth	75
		Younger Youth	286
ETA Assigned Number 36045	Total Exiters	Adults	74
		Dislocated Workers	74
		Older Youth	6
		Younger Youth	6
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	71%	83%
	Dislocated Workers	78%	84%
	Older Youth	62%	71%
Retention Rate	Adults	82%	79%
	Dislocated Workers	87%	83%
	Older Youth	81%	57%
	Younger Youth	40%	51%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,803	\$3,231
	Dislocated Workers	97%	116%
	Older Youth	\$2,672	\$1,352
Credential/Diploma Rate	Adults	57%	21%
	Dislocated Workers	62%	25%
	Older Youth	43%	32%
	Younger Youth	55%	50%
Skill Attainment Rate	Younger Youth	65%	*
Overall Status of Local Performance	Not Met	Met	Exceeded

*No individuals in this measure

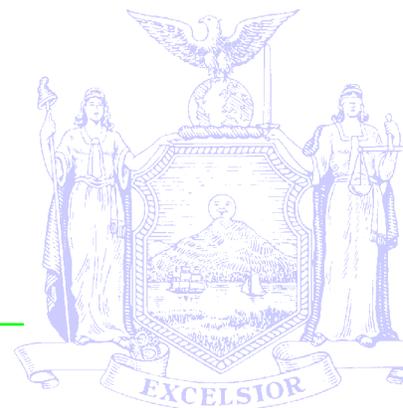


Table O - Local Performance

Local Area Name Hempstead/Long Beach	Total Participants Served	Adults	800
		Dislocated Workers	315
		Older Youth	36
		Younger Youth	237
ETA Assigned Number 36060	Total Exiters	Adults	548
		Dislocated Workers	248
		Older Youth	49
		Younger Youth	27
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	65%	79%
	Dislocated Workers	72%	75%
	Older Youth	54%	71%
Retention Rate	Adults	84%	81%
	Dislocated Workers	86%	85%
	Older Youth	75%	77%
	Younger Youth	40%	42%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,507	\$3,688
	Dislocated Workers	88%	82%
	Older Youth	\$1,880	\$2,515
Credential/Diploma Rate	Adults	42%	60%
	Dislocated Workers	46%	71%
	Older Youth	30%	77%
	Younger Youth	44%	33%
Skill Attainment Rate	Younger Youth	60%	100%
Overall Status of Local Performance	Not Met		Met
			Exceeded

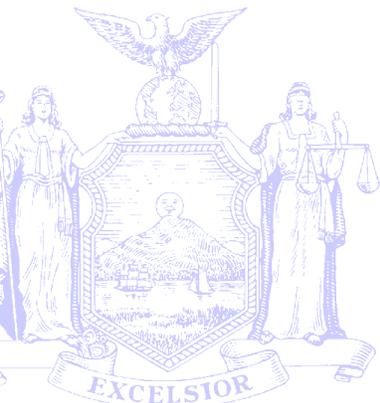




Table O - Local Performance

Local Area Name Jefferson/Lewis	Total Participants Served	Adults	121
		Dislocated Workers	140
		Older Youth	79
		Younger Youth	170
ETA Assigned Number 36065	Total Exiters	Adults	37
		Dislocated Workers	25
		Older Youth	11
		Younger Youth	3
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	72%	73%
	Dislocated Workers	80%	74%
	Older Youth	83%	94%
Retention Rate	Adults	84%	80%
	Dislocated Workers	86%	76%
	Older Youth	87%	84%
	Younger Youth	40%	33%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,800	\$4,019
	Dislocated Workers	84%	60%
	Older Youth	\$4,000	\$2,984
Credential/Diploma Rate	Adults	58%	60%
	Dislocated Workers	64%	43%
	Older Youth	58%	95%
	Younger Youth	55%	*
Skill Attainment Rate	Younger Youth	65%	*
Overall Status of Local Performance	Not Met	Met	Exceeded

*No individuals in this measure



Table O - Local Performance

Local Area Name Oyster Bay/North Hemp/Glen Cove	Total Participants Served	Adults	100
		Dislocated Workers	391
		Older Youth	3
		Younger Youth	88
ETA Assigned Number 36075	Total Exiters	Adults	10
		Dislocated Workers	40
		Older Youth	0
		Younger Youth	0
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	81%	83%
	Dislocated Workers	81%	88%
	Older Youth	57%	100%
Retention Rate	Adults	80%	81%
	Dislocated Workers	87%	86%
	Older Youth	71%	0%
	Younger Youth	40%	0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$5,050	\$7,961
	Dislocated Workers	93%	85%
	Older Youth	\$4,000	\$2,764
Credential/Diploma Rate	Adults	64%	78%
	Dislocated Workers	66%	93%
	Older Youth	42%	100%
	Younger Youth	55%	*
Skill Attainment Rate	Younger Youth	65%	80%
Overall Status of Local Performance	Not Met	Met	Exceeded

*No individuals in this measure

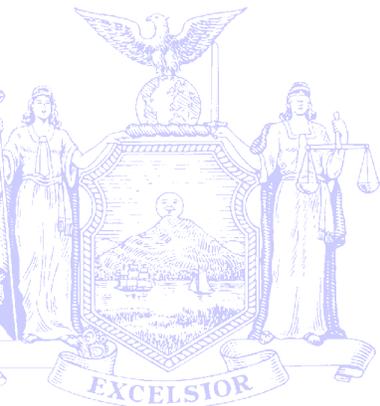




Table O - Local Performance

Local Area Name Niagara Co.	Total Participants Served	Adults	232
		Dislocated Workers	193
		Older Youth	36
		Younger Youth	187
ETA Assigned Number 36080	Total Exiters	Adults	79
		Dislocated Workers	116
		Older Youth	21
		Younger Youth	78
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	78%	87%
	Dislocated Workers	82%	85%
	Older Youth	75%	76%
Retention Rate	Adults	82%	82%
	Dislocated Workers	87%	80%
	Older Youth	69%	75%
	Younger Youth	40%	50%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,750	\$3,526
	Dislocated Workers	94%	86%
	Older Youth	\$1,750	\$1,554
Credential/Diploma Rate	Adults	65%	47%
	Dislocated Workers	69%	51%
	Older Youth	57%	71%
	Younger Youth	55%	36%
Skill Attainment Rate	Younger Youth	65%	*
Overall Status of Local Performance	Not Met	Met	Exceeded

*No individuals in this measure

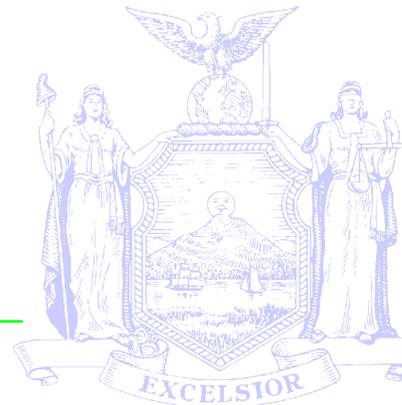


Table O - Local Performance

Local Area Name Oneida/Herkimer/Madison	Total Participants Served	Adults	67
		Dislocated Workers	61
		Older Youth	32
		Younger Youth	421
ETA Assigned Number 36090	Total Exiters	Adults	72
		Dislocated Workers	38
		Older Youth	11
		Younger Youth	35
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	60%	INA
Entered Employment Rate	Adults	83%	76%
	Dislocated Workers	83%	85%
	Older Youth	54%	100%
Retention Rate	Adults	85%	82%
	Dislocated Workers	89%	87%
	Older Youth	72%	100%
	Younger Youth	37%	48%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,750	\$4,774
	Dislocated Workers	97%	102%
	Older Youth	\$2,600	\$2,624
Credential/Diploma Rate	Adults	67%	81%
	Dislocated Workers	67%	83%
	Older Youth	41%	44%
	Younger Youth	48%	43%
Skill Attainment Rate	Younger Youth	60%	*
Overall Status of Local Performance	Not Met		Exceeded
	Met		

*No individuals in this measure

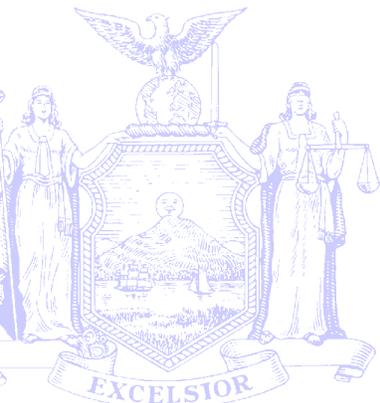




Table O - Local Performance

Local Area Name Orange Co.	Total Participants Served	Adults	132
		Dislocated Workers	435
		Older Youth	9
		Younger Youth	130
ETA Assigned Number 36095	Total Exiters	Adults	57
		Dislocated Workers	214
		Older Youth	4
		Younger Youth	7
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	78%	86%
	Dislocated Workers	74%	80%
	Older Youth	65%	78%
Retention Rate	Adults	80%	94%
	Dislocated Workers	85%	88%
	Older Youth	74%	67%
	Younger Youth	40%	75%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,835	\$4,278
	Dislocated Workers	97%	124%
	Older Youth	\$1,434	\$1,702
Credential/Diploma Rate	Adults	42%	60%
	Dislocated Workers	50%	60%
	Older Youth	35%	56%
	Younger Youth	30%	*
Skill Attainment Rate	Younger Youth	65%	80%
Overall Status of Local Performance	Not Met	Met	Exceeded

*No individuals in this measure

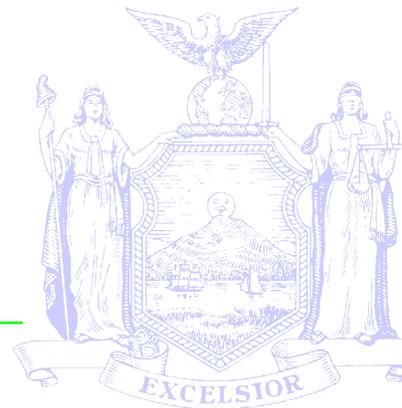




Table O - Local Performance

Local Area Name Oswego Co.	Total Participants Served	Adults	94
		Dislocated Workers	58
		Older Youth	60
		Younger Youth	118
ETA Assigned Number 36100	Total Exiters	Adults	35
		Dislocated Workers	24
		Older Youth	26
		Younger Youth	28
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	87%	76%
	Dislocated Workers	83%	91%
	Older Youth	80%	71%
Retention Rate	Adults	74%	83%
	Dislocated Workers	78%	77%
	Older Youth	78%	86%
	Younger Youth	40%	100%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,207	\$4,839
	Dislocated Workers	93%	87%
	Older Youth	\$2,843	\$1,106
Credential/Diploma Rate	Adults	70%	43%
	Dislocated Workers	67%	67%
	Older Youth	61%	50%
	Younger Youth	55%	18%
Skill Attainment Rate	Younger Youth	65%	100%
Overall Status of Local Performance	Not Met		Met
			Exceeded

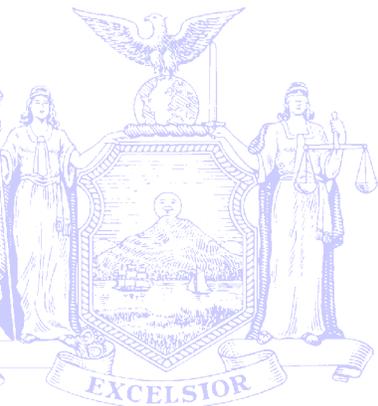




Table O - Local Performance

Local Area Name Rockland Co.	Total Participants Served	Adults	88
		Dislocated Workers	206
		Older Youth	2
		Younger Youth	1
ETA Assigned Number 36105	Total Exiters	Adults	34
		Dislocated Workers	141
		Older Youth	0
		Younger Youth	1
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	63%	INA
	Employers	60%	INA
Entered Employment Rate	Adults	74%	89%
	Dislocated Workers	66%	81%
	Older Youth	57%	*
Retention Rate	Adults	80%	84%
	Dislocated Workers	85%	91%
	Older Youth	75%	0%
	Younger Youth	37%	50%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,100	\$6,499
	Dislocated Workers	97%	117%
	Older Youth	\$3,304	0%
Credential/Diploma Rate	Adults	51%	63%
	Dislocated Workers	51%	62%
	Older Youth	48%	*
	Younger Youth	42%	*
Skill Attainment Rate	Younger Youth	62%	*
Overall Status of Local Performance	Not Met	Met	Exceeded

*No individuals in this measure

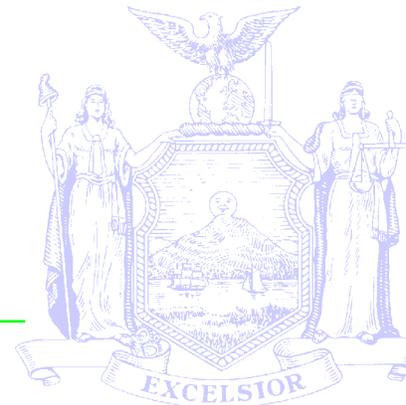


Table O - Local Performance

Local Area Name St. Lawrence Co.	Total Participants Served	Adults	196
		Dislocated Workers	294
		Older Youth	38
		Younger Youth	133
ETA Assigned Number 36110	Total Exiters	Adults	126
		Dislocated Workers	135
		Older Youth	20
		Younger Youth	116
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	65%	73%
	Dislocated Workers	78%	88%
	Older Youth	53%	64%
Retention Rate	Adults	82%	84%
	Dislocated Workers	84%	91%
	Older Youth	74%	68%
	Younger Youth	40%	50%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,612	\$3,823
	Dislocated Workers	81%	81%
	Older Youth	\$1,289	\$1,561
Credential/Diploma Rate	Adults	52%	56%
	Dislocated Workers	62%	67%
	Older Youth	37%	48%
	Younger Youth	55%	100%
Skill Attainment Rate	Younger Youth	65%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded

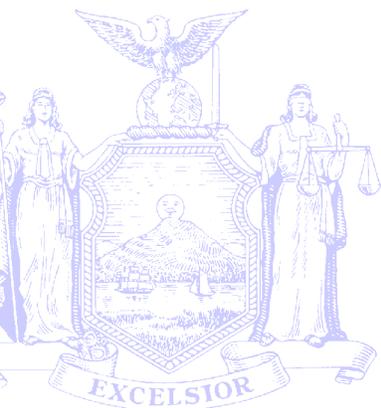




Table O - Local Performance

Local Area Name Saratoga/Warren/Washington	Total Participants Served	Adults	96
		Dislocated Workers	152
		Older Youth	36
		Younger Youth	97
ETA Assigned Number 36115	Total Exiters	Adults	32
		Dislocated Workers	51
		Older Youth	3
		Younger Youth	1
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	78%	69%
	Dislocated Workers	80%	83%
	Older Youth	67%	88%
Retention Rate	Adults	78%	89%
	Dislocated Workers	87%	81%
	Older Youth	73%	80%
	Younger Youth	40%	82%
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,733	\$3,739
	Dislocated Workers	80%	92%
	Older Youth	\$2,323	\$2,440
Credential/Diploma Rate	Adults	38%	39%
	Dislocated Workers	38%	37%
	Older Youth	35%	25%
	Younger Youth	40%	*
Skill Attainment Rate	Younger Youth	57%	*
Overall Status of Local Performance	Not Met	Met	Exceeded

*No individuals in this measure

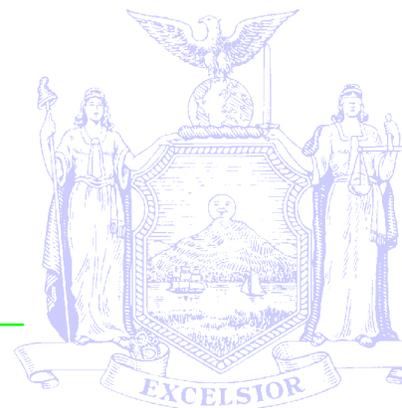


Table O - Local Performance

Local Area Name Suffolk Co.	Total Participants Served	Adults	690
		Dislocated Workers	860
		Older Youth	33
		Younger Youth	417
ETA Assigned Number 36120	Total Exiters	Adults	413
		Dislocated Workers	602
		Older Youth	26
		Younger Youth	208
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	78%	73%
	Dislocated Workers	79%	80%
	Older Youth	58%	86%
Retention Rate	Adults	80%	82%
	Dislocated Workers	85%	87%
	Older Youth	78%	72%
	Younger Youth	40%	60%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,859	\$4,486
	Dislocated Workers	86%	93%
	Older Youth	\$3,342	\$3,908
Credential/Diploma Rate	Adults	62%	76%
	Dislocated Workers	63%	83%
	Older Youth	41%	59%
	Younger Youth	55%	68%
Skill Attainment Rate	Younger Youth	65%	81%
Overall Status of Local Performance	Not Met	Met	Exceeded

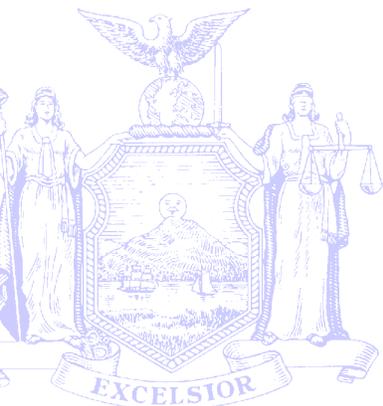




Table O - Local Performance

Local Area Name Ulster Co.	Total Participants Served	Adults	76
		Dislocated Workers	87
		Older Youth	11
		Younger Youth	104
ETA Assigned Number 36125	Total Exiters	Adults	47
		Dislocated Workers	55
		Older Youth	2
		Younger Youth	2
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	81%	83%
	Dislocated Workers	79%	79%
	Older Youth	50%	100%
Retention Rate	Adults	79%	79%
	Dislocated Workers	85%	76%
	Older Youth	67%	100%
	Younger Youth	40%	87%
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,781	\$4,054
	Dislocated Workers	97%	98%
	Older Youth	\$3,140	\$3,688
Credential/Diploma Rate	Adults	48%	42%
	Dislocated Workers	51%	49%
	Older Youth	40%	50%
	Younger Youth	31%	0%
Skill Attainment Rate	Younger Youth	65%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded

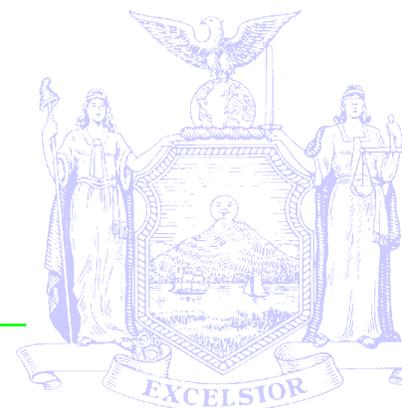


Table O - Local Performance

Local Area Name Columbia/Greene	Total Participants Served	Adults	122
		Dislocated Workers	169
		Older Youth	14
		Younger Youth	92
ETA Assigned Number 36135	Total Exiters	Adults	53
		Dislocated Workers	80
		Older Youth	8
		Younger Youth	12
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	76%	62%
	Dislocated Workers	71%	85%
	Older Youth	75%	80%
Retention Rate	Adults	90%	82%
	Dislocated Workers	87%	86%
	Older Youth	78%	75%
	Younger Youth	40%	67%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,750	\$4,564
	Dislocated Workers	97%	109%
	Older Youth	\$3,000	\$7,138
Credential/Diploma Rate	Adults	61%	54%
	Dislocated Workers	57%	65%
	Older Youth	61%	80%
	Younger Youth	55%	100%
Skill Attainment Rate	Younger Youth	65%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded





Table O - Local Performance

Local Area Name Sullivan Co.	Total Participants Served	Adults	26
		Dislocated Workers	51
		Older Youth	4
		Younger Youth	47
ETA Assigned Number 36140	Total Exiters	Adults	7
		Dislocated Workers	28
		Older Youth	0
		Younger Youth	17
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	84%	100%
	Dislocated Workers	69%	75%
	Older Youth	71%	100%
Retention Rate	Adults	76%	87%
	Dislocated Workers	76%	87%
	Older Youth	64%	50%
	Younger Youth	40%	33%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,401	\$2,359
	Dislocated Workers	97%	111%
	Older Youth	\$3,733	\$3,834
Credential/Diploma Rate	Adults	63%	77%
	Dislocated Workers	55%	63%
	Older Youth	50%	50%
	Younger Youth	55%	33%
Skill Attainment Rate	Younger Youth	65%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded

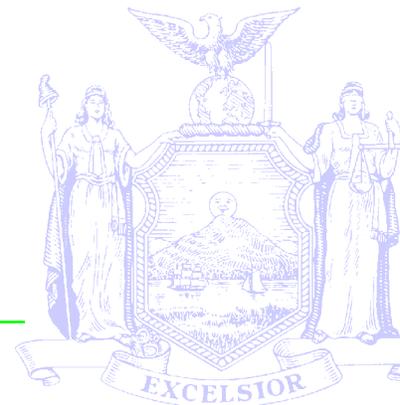




Table O - Local Performance

Local Area Name Fulton/Montgomery/Schoharie	Total Participants Served	Adults	60
		Dislocated Workers	124
		Older Youth	16
		Younger Youth	26
ETA Assigned Number 36145	Total Exiters	Adults	20
		Dislocated Workers	26
		Older Youth	2
		Younger Youth	11
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	85%	89%
	Dislocated Workers	75%	82%
	Older Youth	83%	100%
Retention Rate	Adults	78%	89%
	Dislocated Workers	88%	87%
	Older Youth	77%	100%
	Younger Youth	40%	50%
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,898	\$4,029
	Dislocated Workers	92%	100%
	Older Youth	\$3,724	\$4,928
Credential/Diploma Rate	Adults	40%	94%
	Dislocated Workers	40%	83%
	Older Youth	40%	100%
	Younger Youth	55%	100%
Skill Attainment Rate	Younger Youth	65%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded





Table O - Local Performance

Local Area Name Clinton/Essex/Franklin/Hamilton	Total Participants Served	Adults	153
		Dislocated Workers	156
		Older Youth	36
		Younger Youth	70
ETA Assigned Number 36150	Total Exiters	Adults	62
		Dislocated Workers	72
		Older Youth	5
		Younger Youth	4
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	67%	76%
	Dislocated Workers	80%	97%
	Older Youth	61%	80%
Retention Rate	Adults	83%	79%
	Dislocated Workers	88%	83%
	Older Youth	77%	92%
	Younger Youth	40%	60%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,785	\$3,253
	Dislocated Workers	97%	86%
	Older Youth	\$2,844	-\$588
Credential/Diploma Rate	Adults	30%	22%
	Dislocated Workers	30%	37%
	Older Youth	30%	20%
	Younger Youth	55%	100%
Skill Attainment Rate	Younger Youth	65%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded



Table O - Local Performance

Local Area Name Chenago/Delaware/Otesgo	Total Participants Served	Adults	93
		Dislocated Workers	164
		Older Youth	13
		Younger Youth	36
ETA Assigned Number 36155	Total Exiters	Adults	52
		Dislocated Workers	67
		Older Youth	2
		Younger Youth	2
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	86%	88%
	Dislocated Workers	82%	86%
	Older Youth	63%	78%
Retention Rate	Adults	78%	85%
	Dislocated Workers	90%	88%
	Older Youth	71%	88%
	Younger Youth	40%	73%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,200	\$3,449
	Dislocated Workers	83%	92%
	Older Youth	\$2,217	\$1,978
Credential/Diploma Rate	Adults	35%	52%
	Dislocated Workers	33%	80%
	Older Youth	49%	60%
	Younger Youth	55%	100%
Skill Attainment Rate	Younger Youth	65%	*
Overall Status of Local Performance	Not Met	Met	Exceeded

*No individuals in this measure





Table O - Local Performance

Local Area Name Ontario/Seneca/Wayne/Yates	Total Participants Served	Adults	408
		Dislocated Workers	446
		Older Youth	54
		Younger Youth	187
ETA Assigned Number 36165	Total Exiters	Adults	122
		Dislocated Workers	240
		Older Youth	13
		Younger Youth	5
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	81%	94%
	Dislocated Workers	85%	93%
	Older Youth	64%	90%
Retention Rate	Adults	83%	87%
	Dislocated Workers	93%	90%
	Older Youth	65%	82%
	Younger Youth	40%	56%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,503	\$3,633
	Dislocated Workers	94%	93%
	Older Youth	\$3,253	\$2,289
Credential/Diploma Rate	Adults	68%	91%
	Dislocated Workers	68%	92%
	Older Youth	45%	67%
	Younger Youth	55%	67%
Skill Attainment Rate	Younger Youth	65%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded

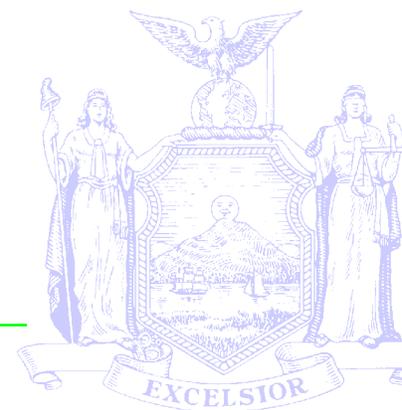


Table O - Local Performance

Local Area Name Genesee/Orleans/Livingston/Wyoming	Total Participants Served	Adults	550
		Dislocated Workers	275
		Older Youth	66
		Younger Youth	207
ETA Assigned Number 36170	Total Exiters	Adults	45
		Dislocated Workers	51
		Older Youth	14
		Younger Youth	51
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	77%	79%
	Dislocated Workers	83%	89%
	Older Youth	79%	75%
Retention Rate	Adults	77%	78%
	Dislocated Workers	87%	91%
	Older Youth	79%	78%
	Younger Youth	40%	53%
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,961	\$3,955
	Dislocated Workers	92%	97%
	Older Youth	\$2,900	\$4,693
Credential/Diploma Rate	Adults	61%	71%
	Dislocated Workers	68%	71%
	Older Youth	56%	33%
	Younger Youth	55%	33%
Skill Attainment Rate	Younger Youth	65%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded





Table O - Local Performance

Local Area Name Erie Co.	Total Participants Served	Adults	1051
		Dislocated Workers	662
		Older Youth	100
		Younger Youth	190
ETA Assigned Number 36175	Total Exiters	Adults	189
		Dislocated Workers	85
		Older Youth	18
		Younger Youth	27
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	63%	INA
	Employers	60%	INA
Entered Employment Rate	Adults	79%	76%
	Dislocated Workers	82%	79%
	Older Youth	70%	76%
Retention Rate	Adults	80%	80%
	Dislocated Workers	86%	85%
	Older Youth	75%	85%
	Younger Youth	40%	58%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$3,014
	Dislocated Workers	85%	86%
	Older Youth	\$3,200	\$3,577
Credential/Diploma Rate	Adults	30%	58%
	Dislocated Workers	30%	43%
	Older Youth	40%	63%
	Younger Youth	50%	11%
Skill Attainment Rate	Younger Youth	60%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded

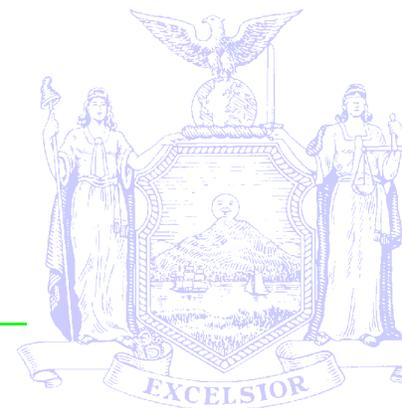


Table O - Local Performance

Local Area Name Onondaga Co.	Total Participants Served	Adults	134
		Dislocated Workers	282
		Older Youth	32
		Younger Youth	18
ETA Assigned Number 36185	Total Exiters	Adults	92
		Dislocated Workers	256
		Older Youth	5
		Younger Youth	2
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	70%	83%
	Dislocated Workers	84%	83%
	Older Youth	60%	80%
Retention Rate	Adults	82%	71%
	Dislocated Workers	90%	80%
	Older Youth	75%	64%
	Younger Youth	40%	100%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,113	\$3,228
	Dislocated Workers	86%	95%
	Older Youth	\$3,450	\$892
Credential/Diploma Rate	Adults	56%	44%
	Dislocated Workers	67%	54%
	Older Youth	48%	58%
	Younger Youth	33%	*
Skill Attainment Rate	Younger Youth	65%	*
Overall Status of Local Performance	Not Met	Met	Exceeded

*No individuals in this measure

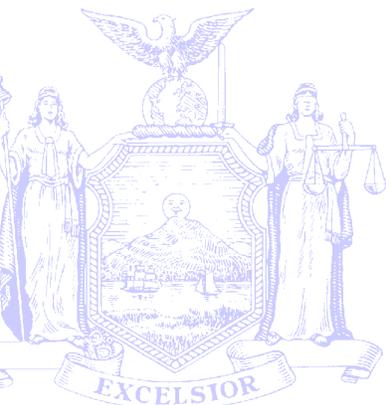




Table O - Local Performance

Local Area Name		Adults	46
Cayuga/Cortland	Total Participants Served	Dislocated Workers	77
		Older Youth	2
		Younger Youth	0
ETA Assigned Number		Adults	12
36195	Total Exiters	Dislocated Workers	15
		Older Youth	0
		Younger Youth	0
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	75%	87%
	Dislocated Workers	80%	90%
	Older Youth	75%	89%
Retention Rate	Adults	81%	90%
	Dislocated Workers	83%	87%
	Older Youth	77%	73%
	Younger Youth	40%	100%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,611	\$3,019
	Dislocated Workers	82%	79%
	Older Youth	\$3,304	\$3,454
Credential/Diploma Rate	Adults	61%	63%
	Dislocated Workers	61%	65%
	Older Youth	51%	91%
	Younger Youth	55%	*
Skill Attainment Rate	Younger Youth	65%	*
Overall Status of Local Performance	Not Met	Met	Exceeded

*No individuals in this measure





Table O - Local Performance

Local Area Name Allegany/Cattaraugus	Total Participants Served	Adults	51
		Dislocated Workers	55
		Older Youth	22
		Younger Youth	58
ETA Assigned Number 36210	Total Exiters	Adults	27
		Dislocated Workers	9
		Older Youth	6
		Younger Youth	8
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	64%	INA
	Employers	61%	INA
Entered Employment Rate	Adults	72%	60%
	Dislocated Workers	79%	82%
	Older Youth	68%	50%
Retention Rate	Adults	79%	78%
	Dislocated Workers	77%	86%
	Older Youth	78%	82%
	Younger Youth	39%	63%
Earnings Change/Earnings Replacement in Six Months	Adults	\$2,407	\$3,561
	Dislocated Workers	97%	105%
	Older Youth	\$2,088	\$2,660
Credential/Diploma Rate	Adults	45%	46%
	Dislocated Workers	52%	52%
	Older Youth	44%	40%
	Younger Youth	40%	60%
Skill Attainment Rate	Younger Youth	62%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded





Table O - Local Performance

Local Area Name Chautauqua Co.	Total Participants Served	Adults	370
		Dislocated Workers	351
		Older Youth	26
		Younger Youth	73
ETA Assigned Number 36215	Total Exiters	Adults	220
		Dislocated Workers	202
		Older Youth	17
		Younger Youth	47
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65%	INA
	Employers	63%	INA
Entered Employment Rate	Adults	73%	80%
	Dislocated Workers	77%	85%
	Older Youth	69%	43%
Retention Rate	Adults	83%	79%
	Dislocated Workers	87%	82%
	Older Youth	74%	53%
	Younger Youth	38%	51%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,873	\$2,830
	Dislocated Workers	97%	100%
	Older Youth	\$2,670	\$1,028
Credential/Diploma Rate	Adults	56%	25%
	Dislocated Workers	59%	32%
	Older Youth	48%	3%
	Younger Youth	52%	*
Skill Attainment Rate	Younger Youth	62%	95%
Overall Status of Local Performance	Not Met	Met	Exceeded

*No individuals in this measure



Table O - Local Performance

Local Area Name Broome/Tioga	Total Participants Served	Adults	86
		Dislocated Workers	137
		Older Youth	13
		Younger Youth	5
ETA Assigned Number 36220	Total Exiters	Adults	17
		Dislocated Workers	34
		Older Youth	2
		Younger Youth	1
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	73%	74%
	Dislocated Workers	76%	82%
	Older Youth	65%	67%
Retention Rate	Adults	67%	85%
	Dislocated Workers	86%	89%
	Older Youth	75%	67%
	Younger Youth	40%	57%
Earnings Change/Earnings Replacement in Six Months	Adults	\$1,751	\$4,923
	Dislocated Workers	80%	79%
	Older Youth	\$4,056	\$1,554
Credential/Diploma Rate	Adults	58%	53%
	Dislocated Workers	61%	46%
	Older Youth	57%	50%
	Younger Youth	55%	100%
Skill Attainment Rate	Younger Youth	65%	*
Overall Status of Local Performance	Not Met		Met
			Exceeded

*No individuals in this measure





Table O - Local Performance

Local Area Name Tompkins Co.	Total Participants Served	Adults	147
		Dislocated Workers	118
		Older Youth	0
		Younger Youth	0
ETA Assigned Number 36225	Total Exiters	Adults	37
		Dislocated Workers	21
		Older Youth	0
		Younger Youth	0
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	58%	50%
	Dislocated Workers	76%	64%
	Older Youth	68%	100%
Retention Rate	Adults	79%	80%
	Dislocated Workers	87%	90%
	Older Youth	60%	0%
	Younger Youth	40%	*
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,135	\$4,813
	Dislocated Workers	97%	120%
	Older Youth	\$2,000	\$39
Credential/Diploma Rate	Adults	46%	40%
	Dislocated Workers	64%	20%
	Older Youth	30%	*
	Younger Youth	55%	*
Skill Attainment Rate	Younger Youth	65%	*
Overall Status of Local Performance	Not Met	Met	Exceeded

*No individuals in this measure

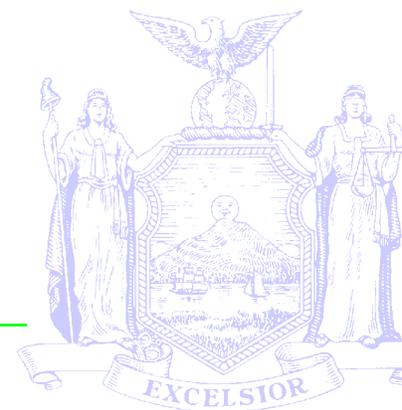


Table O - Local Performance

Local Area Name Dutchess Co.	Total Participants Served	Adults	433
		Dislocated Workers	57
		Older Youth	22
		Younger Youth	88
ETA Assigned Number 36230	Total Exiters	Adults	212
		Dislocated Workers	61
		Older Youth	0
		Younger Youth	0
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	79%	100%
	Dislocated Workers	71%	87%
	Older Youth	40%	*
Retention Rate	Adults	84%	79%
	Dislocated Workers	87%	82%
	Older Youth	55%	54%
	Younger Youth	35%	54%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,200	\$4,187
	Dislocated Workers	81%	88%
	Older Youth	\$1,369	\$777
Credential/Diploma Rate	Adults	45%	84%
	Dislocated Workers	45%	87%
	Older Youth	28%	*
	Younger Youth	43%	100%
Skill Attainment Rate	Younger Youth	65%	*
Overall Status of Local Performance	Not Met	Met	Exceeded

*No individuals in this measure





Table O - Local Performance

Local Area Name Putnam/ Westch. Bal.	Total Participants Served	Adults	871
		Dislocated Workers	405
		Older Youth	61
		Younger Youth	236
ETA Assigned Number 36235	Total Exiters	Adults	40
		Dislocated Workers	2
		Older Youth	0
		Younger Youth	82
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	63%	INA
	Employers	60%	INA
Entered Employment Rate	Adults	61%	80%
	Dislocated Workers	69%	76%
	Older Youth	57%	80%
Retention Rate	Adults	83%	83%
	Dislocated Workers	84%	84%
	Older Youth	71%	83%
	Younger Youth	33%	47%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,800	\$6,184
	Dislocated Workers	95%	100%
	Older Youth	\$1,800	\$3,673
Credential/Diploma Rate	Adults	20%	20%
	Dislocated Workers	25%	32%
	Older Youth	20%	64%
	Younger Youth	33%	100%
Skill Attainment Rate	Younger Youth	60%	100%
Overall Status of Local Performance	Not Met	Met	Exceeded

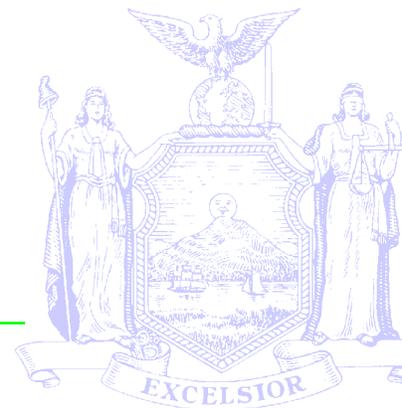


Table O - Local Performance

Local Area Name Monroe Co.	Total Participants Served	Adults	671
		Dislocated Workers	544
		Older Youth	114
		Younger Youth	513
ETA Assigned Number 36240	Total Exiters	Adults	163
		Dislocated Workers	229
		Older Youth	16
		Younger Youth	11
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	INA
	Employers	66%	INA
Entered Employment Rate	Adults	78%	72%
	Dislocated Workers	83%	86%
	Older Youth	69%	72%
Retention Rate	Adults	84%	84%
	Dislocated Workers	88%	92%
	Older Youth	80%	71%
	Younger Youth	40%	63%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,257	\$2,712
	Dislocated Workers	90%	95%
	Older Youth	\$2,538	\$2,746
Credential/Diploma Rate	Adults	62%	30%
	Dislocated Workers	66%	72%
	Older Youth	48%	37%
	Younger Youth	55%	91%
Skill Attainment Rate	Younger Youth	65%	*
Overall Status of Local Performance	Not Met	Met	Exceeded

*No individuals in this measure

